Modernization Blueprint Alignment Model

Initiative/Project		Description	High Performance Workforce - Symbolic new building - Performance System - SFAU Curriculum - Operating Partner Agreements (Replace Contracts) Well defined working relation with Dept of ED	Happy Customers/Partners measured by ACSI	Integrated Operations - COD - Portals for Students, Schools, FP, Employees - Tombstones of legacy systems - Real time Data - FMS	Great Products and Services - e form for Financial Partner - FAFSA - Electronic Direct Loan servicing	Fiscal Responsibility - Default Management tools - Clean audit - Successful controls	Reduce unit cost by 6% by 2002
					Strategic Outcomes			
I.	**Enterprise-Wide**							
A.	CRM Requirements Development	This initiative will improve upon existing SFA call center systems, processes, and technology. SFA call centers will be in line with current industry best-practices providing the foundation for the delivery of student loan information over the Internet, through a VRU, or to a CSR in a call center.			X			
B.	Intranet	The Intranet is a key communication vehicle for providing information to employees. The initiative includes gathering the requirements of SFA lines of business and designing and building intranet pages for each of the SFA organizational areas.	X		X	X		
C.	Web Portal (Schools, Students, Financial Partners)	The goal is to provide integrated, timely and user-friendly access to existing information databases and resources. Portal technology increases access to information and flexibility to customize views to data. The purpose of this initiative is to provide a centralized web user interface for business to customer and business to business interactions.	X	X	X	X		
D.	Data Warehouse (Schools, Students, Financial Partners)	The goal of this initiative is to provide reliable, cost effective, and flexible access to decision support information with a centralized reporting capability.	X		X	X	X	X
E.	Single Identifier - Planning and Solution							
F.	Program Management Office							
1.	PMO	The Modernization Program requires a support structure to provide the oversight and reporting of information to the SFA executive team and stakeholders so the right decisions can be made to achieve performance objectives. This program structure will maintain focus on the overall business goals of the program, while providing the continuous guidance needed to support the delivery of SFA's targeted business capabilities.						
G.	Document Management	The goal of this initiative is to minimize movement of paper to, and collection of new paper in, SFA's new Washington, DC facility by implementing a document management system and establishing document management policies, process and systems.	X		X		X	
H.	Single Sign On							
I.	Electonic Imaging							
II.	**Students**							
A.	Enhanced Aid Awareness	The purpose of this initiative is to enhance all programs designed to inform the public of the availability of student financial assistance and educate them on various aid options and processes of applying for aid.		X		X		
1.	Enhanced Outreach Services (Products & Services)	This goal of this project is to improve the external communications to partners and borrowers to disseminate information on changes to existing programs, technology, etc. for the under-served customer markets.		X		X		
2.	Single Student Account				X			
B.	Enhanced Aid Application	The purpose of this initiative is to improve customer service and reduce unit costs for aid application while maintaining stable operations with the Central Processing System, Multiple Data Entry, and EDExpress.		X		X		
1.	Enhanced FAFSA on the Web Redesign	The goal of this initiative is to provide a more user-friendly interface with the technical capacity to support the anticipated increase in demand. This will be achieved by leveraging industry best practices around human interaction		X		X		
2.	FAFSA Redesign (ED Express / PIN/ACES)	models for web based solutions. Improvements to the electronic FAFSA and FAFSA Renewal Application over the Web include the creation of an electronic Spanish language FAFSA, and expanding the use of PIN/Digital Signatures with web applications.		X		X		
C.	Enhanced Loan Servicing							
1.	Repayment	The main focus behind the Repayment initiative is to increase the functionality and information over the Web and consolidate call centers making the repayment process more customer service oriented. Cost will be reduced through system reengineering, increased Internet functionality, and improved accounting system/procedures.						
	a) Direct Loan Servicing Reengineering	This project will reengineer the existing processes and systems including central database functions, loan servicing records, repayment, early collection efforts and customer service.	X		X		X	
	b) CDS Simplification	The objective is to modernize the Central Database System (CDS), which routes information on student loans to other trading partners. The integration will improve efficiency by stopping repetition of the same process in two different systems.			X		X	X
	c) E-Servicing (Future)	The goal is to improve the Direct Loan Program and provide a foundation for an expandable eCRM approach. Borrowers can choose how to interact with DLSS through eCRM software which will allow the delivery of student loan information over the Internet, through a VRU, or to a CSR in a call center.			X	X		X
2.	Enhanced Loan Consolidation							
	a) Reengineering Direct Loan Consolidation				X	X		

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b) Incorporate Electronic Signature			X		X		
c) Enhanced Lender Process				X			
3. Enhanced Debt Collection							
a) Debt Collection Reengineering			X		X	X	
b) Portfolio Management		X				X	
III. Schools							
A. Common Aid Orig. and Funds Disbursement	The goal of this initiative is to develop a common, fully integrated Title IV origination and disbursement process.			X	X	X	
1. COD Implementation	The COD IPT will assess the current Title IV delivery process and tools and develop a high level conceptual design for a common process.			X		X	
B. IFAP Replatforming	The Information for Financial Aid Professionals (IFAP) application will be replatformed to continue support and to increase service levels of the application. The IFAP application provides school and financial partners with electronic access to the many SFA publications which guide the administration of the Title IV Student Financial Assistance programs.			X	X	X	
C. Schools History View	Allow schools online, real-time access to a student's financial aid history.						
D. Integrated Schools File	This initiative will assess the current systems maintaining schools information and related functional requirements and develop and implement a strategy for consolidating the information to better address functional needs of SFA staff and schools.						
E. Replatforming of Campus Based System	This initiative will migrate the current Campus-Based System to a relational database for use in the 2001-2002 FISAP filing.						
F. CRM/Call Centers -- Quick Hits	This initiative will implement quick hits identified in the Schools Customer Support Division.						
G. Electronic Financial Statement Reporting	This initiative will develop and implement a plan for allowing schools to submit their annual financial statements electronically.						
IV. Financial Partners							
A. Financial Partners Process Reengineering	The goal of this initiative is to assess current environment, identify reengineering opportunities, and design improvement solutions to the core business processes within Financial Partners using existing functional area expertise and the best in business methodologies.	X	X	X	X	X	X
1. GA Payment Processing		X	X	X	X	X	X
2. Lender Payment Processing		X	X	X	X	X	X
B. External Partners Process Reengineering							
1. Enhanced Partner Relationship Management (CRM)	Improve partner satisfaction by proactively seeking their input, and "reaching out" to train and assist them with all Financial Partners related concerns.		X		X		
2. Voluntary Flexible Agreements	Monitor and analyze the VFA process for program participation; provide reporting to FP and SFA management and staff		X		X	X	
3. Regulatory Process Improvements	Enhance the process by which existing and new regulatory/legislative mandates are tracked, communicated and implemented within the Financial Partners channel.		X		X	X	
4. Default Reduction Incentives	Determine alternative approaches for reducing program life default occurrences through a reengineering effort focusing on researching regulatory relief on due diligence in exchange for performance possibilities.		X		X	X	X
5. Enhanced Monitoring of Financial Partners	Design and implement monitoring tools to improve the oversight of lenders, guarantors and state agencies.		X	X	X	X	X
C. Enabling Technology for Financial Partners							
1. Web Portal for Financial Partners	The goal is to provide integrated, timely and user-friendly access to existing information databases and resources. Portal technology increases access to information and flexibility to customize views to data.	X	X	X	X		
2. Data Warehouse for Financial Partners	Determine Financial Partners high-level business requirements for data warehouse/data mart and develop a high level conceptual design. The data warehouse requirements will take into account Financial Partners decision and support needs in meeting their business goals.	X	X	X	X	X	X
3. Common Third Party Interfacing (Middleware)	Explore the need for and feasibility of implementing a common platform that will provide standard interface capabilities for all third party affiliates of the Financial Partners Channel. From an internal perspective, identify interfaces between the different systems for input information into a future IPT.		X	X	X		
4. Document/Workflow Management	Identify Financial Partners imaging and document management business requirements to enhance the channel's business processes and encourage a paperless environment. Provide the requirements to a future IPT.	X	X	X	X	X	X

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	D.	Financial Partners Employee Development	The goal of this initiative is to support the workforce through the Transformation by increasing communications to internal/external audiences, implementing improvement programs based on employee feedback, and empowering employees to be successful.						
		1. Financial Partners Employee Development		X	X		X		
	E.	Enhanced Service Delivery for Fin. Partners							
		1. Expanded FAFSA to Trading Partners	Expand FAFSA to our Financial Partners web sites and others.		X	X	X		
		2. Pilot Electronic Certification (NY Mentor PIN)	Pilot the use of Electronic signatures for FFEL documents (Promissory Notes) to encourage a paperless environment.		X	X	X		
		3. E-Commerce Data Exchange (Forms 2000)	The eCommerce Form2000 initiative supported the redesign of the 1189 and 1130 GA Payment Process Claims & Reinsurance, Loan Processing & Issuance Fee, and Account Maintenance Fee forms. The Form2000 will be implemented with FMS on October 1, 2000.	X	X	X	X	X	X
	F.	FFEL System Integration				X			
	G.	Risk Modeling Implementation	Detail design, software selection, and implementation of a risk management system		X	X		X	
V.	COO								
	A.	Enterprise-Wide Perfor. Appraisal System							
		1. Enterprise-Wide Performance Appraisal System	Identify and implement a new performance appraisal system to replace GPAS	X					
		2. SFA Employee Performance Management Practice	Define the SFA competency model and develop integrated employee performance management practices, policies, processes, and procedures.	X	X				
	B.	Integrated Human Resource System (HRIS)							
		1. Requirements Definition	The purpose of this initiative is to define the requirements for a Human Resource Information System which will combine HR, Benefits, and Payroll processes.	X					
		2. Conceptual Design	The conceptual design of the HRIS will use the business requirements identified to combine the processes into a centralized system that provides quality data management capabilities. This initiative will allow HR to collect, process and disseminate information and will reduce administrative overhead and improve service.	X	X	X	X		
VI.	CFO								
	A.	Financial Management Transformation	A consolidated financial management system will give SFA the ability to financially report information and statistics across Programs, consolidate redundant processes, and provide the ability to report to Congress and other outside organizations summary and detailed accounting on SFA grant, loan, and operational activities.	X		X			
		1. FMS - Phase I (Design and Implementation Plan)	Implementation of the SFA Financial Management System is a multi-phased approach identified to establish incremental benefit and mitigate risk.	X		X		X	
		2. FMS - Phase II (Pilots)	Phase II of the SFA FMS modernization effort is planned to commence on April 1, 2000 and consists of the implementation of General Ledger, Accounts Receivable and Accounts Payable for Federal Family Education Loan Program (FFELP) Guaranteed Loan - Guaranty Agency (GA) Payments, and Leveraging Educational Assistance Partnership Programs (LEAPP. The implementation of an SFA-wide Fixed Asset management functionality is also planned.	X		X		X	
		3. FMS - Phase III (Full Program Functionality)	TBD	X		X		X	
		4. FMS - Phase IV (To Be Vision)	TBD	X		X		X	
VII.	CIO								
	A.	Cross Channel Enabling Technology							
		1. Advanced Call Center/Relationship Management (Ombudsman)	The Office of Student Financial Aid (SFA) Ombudsman has recently decided to implement Siebel's CRM software. This implementation will replace the existing case tracking system in use today and will categorize case data more fully for reporting purposes and provide work flow scripting to aid Specialists in handling cases, as well as provide extensive management reporting capability.	X	X	X	X		
		2. Enterprise Architecture Integration	The purpose is to provide a middleware solution to reduce the number of custom-built, siloed applications that are difficult to update and maintain.			X	X		X

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	3.	Content Management	This effort focuses on the development of effective content management standards, processes and procedures for developing and publishing content to the SFA Intranet. The Interwoven tool and related processes for a content shop as well as SFA channels and offices will provide the method and technology for how content is created and published on the web site.	X		X	X		
	4.	Information Security	The goals of this project are to help SFA secure its current environment, and to plan its security and privacy strategy for new initiatives.					X	
B.		Enterprise IT Architecture	Create IT standards for all technology systems to reduce the cost of maintenance and operations and cut development time. This will enable secure and easy access to data. This initiative will provide the tools, platforms, and other technical elements necessary to rapidly implement the modernized SFA systems.			X	X		
	1.	Systems Architecture				X	X		X
	2.	Data Architecture				X	X		X
	3.	Security Architecture				X	X		X
	4.	Digital Certificate Security	The purpose it to analyze the potential of streamlining the FFELP process through the use of a United State Postal Service (USPS) digital certificate for web-based business -to-government and public-to-government transaction authentication.			X	X		X
C.		IT Methods and Standards	The goal of this initiative is to ensure that SFA CIO projects are properly planned, coordinated, developed and transitioned to production. Projects must be consistent with the Modernization Program as a whole and with SFA standards and policies.			X			X
D.		TIV WAN Simplification Delivery	TBD			X			X